

INTEGRATED TELEPHONY

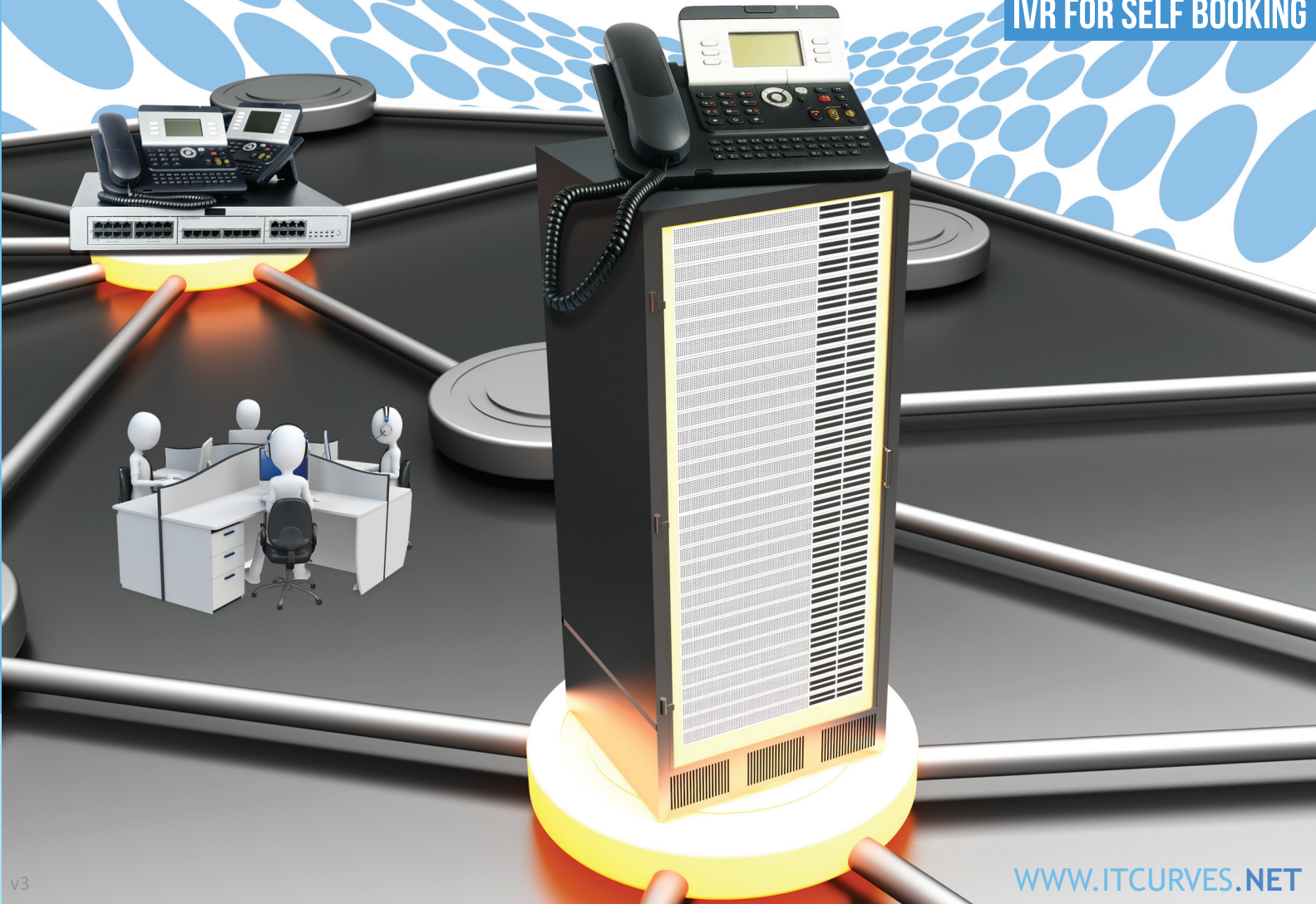
TRANSPORTATION ENTERPRISES

CALLER ID & POPUP OF LAST ADDRESS

RESPONSES TO MULTIPLE COMPANIES

CALL OUT DIRECTLY FROM DRIVER DEVICE

IVR FOR SELF BOOKING



INTRODUCTION

The IT Curves' Telephony system is a feature-rich Asterisk-based PBX system, that is fully integrated with IT Curves' Call Center and Dispatch modules. It is designed to be able to recognize a called-number, which allows a single call center to process a call for multiple companies using each company's name.

Integration with Call Center switches the call taker software screen to called companies and using the Caller ID automatically retrieves the last trips recorded from that Caller ID. This integration not only allows the Call Center agent to respond to callers using the company name, but also refers to the customer by the customer's name, which pops up on the screen.

Operator/tenant	LoggedIn @			
shuttle	04-19-2013 17:23:24	RINGNOANSWER		
regencytaxi	07-30-2013 14:33:25	RINGNOANSWER		
united	04-19-2013 06:06:55	RINGNOANSWER		
washingtonflyer	10-19-2013 13:36:49	RINGNOANSWER		
washingtonflyer	10-19-2013 23:05:05	RINGNOANSWER	04-26-2014 17:23:24	
united	04-19-2013 14:21:41	COMPLETEAGENT	04-26-2014 17:23:24	
van, Abdul	regencytaxi	07-30-2013 14:33:25	RINGNOANSWER	04-26-2014 17:23:24
shuttle	07-07-2013 09:30:01	COMPLETEAGENT	04-26-2014 17:23:24	
shuttle	04-19-2013 14:23:04	COMPLETEAGENT	04-26-2014 17:23:24	
Beach, Travis	regencytaxi	07-30-2013 14:33:25	CONNECT	04-26-2014 17:23:24
united	04-19-2013 14:23:41	RINGNOANSWER	04-26-2014 17:23:24	
washingtonflyer	10-20-2013 23:02:58	RINGNOANSWER	04-26-2014 17:23:24	
washingtonflyer	10-19-2013 10:37:31	RINGNOANSWER	04-26-2014 17:23:24	
united	04-20-2013 23:05:36	RINGNOANSWER	04-26-2014 17:23:24	
van, Ashley	regencytaxi	07-30-2013 14:33:25	RINGNOANSWER	04-26-2014 17:23:24
shuttle	04-23-2013 18:30:14	RINGNOANSWER	04-26-2014 17:23:24	
shuttle	04-19-2013 19:15:16	RINGNOANSWER	04-26-2014 17:23:24	
regencytaxi	07-30-2013 14:33:35	RINGNOANSWER	04-26-2014 17:23:24	
united	04-19-2013 23:45:43	RINGNOANSWER	04-26-2014 17:23:24	
washingtonflyer	10-19-2013 14:33:56	RINGNOANSWER	04-26-2014 17:23:24	
washingtonflyer	10-19-2013 17:20:56	RINGNOANSWER	04-26-2014 17:23:24	
4	04-19-2013 23:46:36	RM	04-26-2014 17:23:24	

CALL CENTER FEATURES

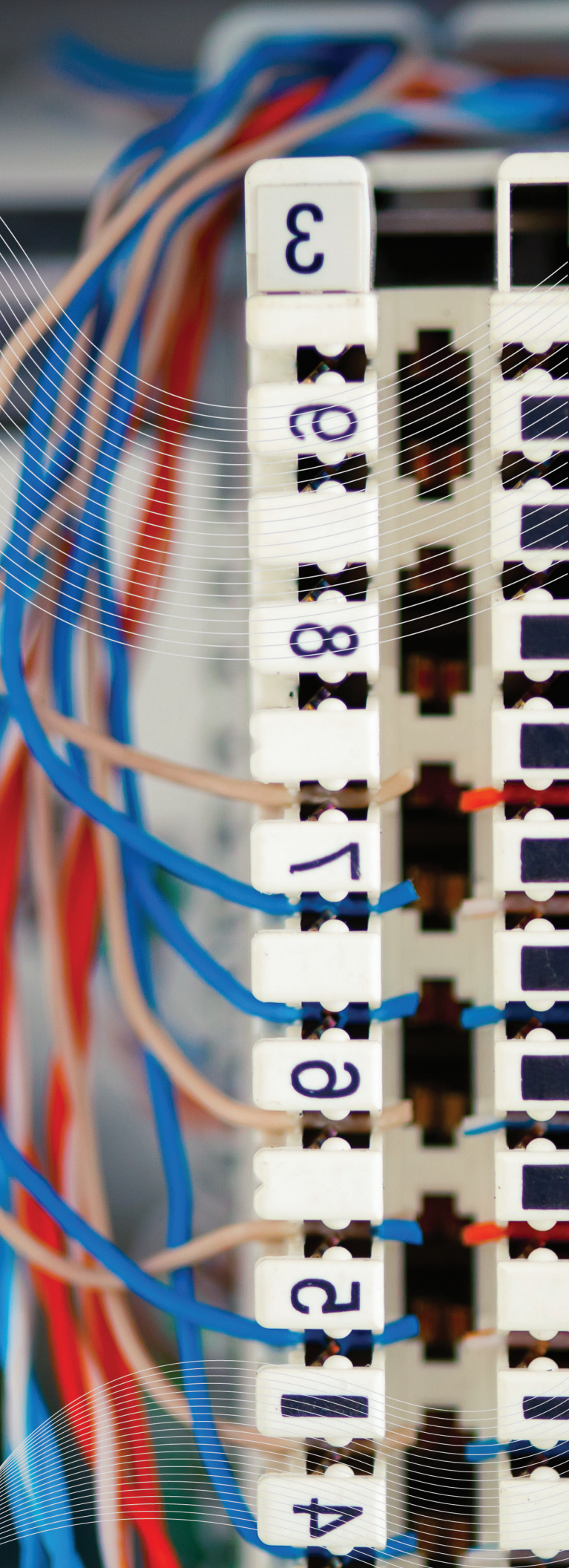
Integrated Telephony and Call Center features include:

- Call agents can log into multiple lines on a single phone, which enables them to respond to calls for multiple companies
- Ring all available call agent phones, with call going to first responder
- Customer location is filled in, and a popup screen displays a list of his or her previous trips
- Branded responses for multiple cab companies switches the call taker screen to the corresponding company

CALL OUT FEATURE

The Call Out feature enables drivers to contact their customers upon arrival from the driver's smart device.

- Driver initiated by simple click of a button
- Conveniently informs customer of driver's arrival
- Greatly reduces the need for call center agents to call the customer
- Plays a recorded message from the company.
- Informs the driver when the customer answers the call



REPORTS & STATISTICS

- The system maintains a number of statistics to help management monitor the productivity of their call center
- Call center reporting provides company-wide call statistics
- Agent activity reports provide valuable statistics about average talk time, number of answered/unanswered calls, longest call duration, and hold time
- Hourly reports on the number of calls responded to or lost displayed in configurable time slots



LIVE AGENT SCREEN

- Shows a list of all agents and their extensions logged into the system and their current call status
- Shows which company each agent is processing and the time the agent spent on the previous call
- Agents are represented graphically on the screen



CALL RECORDING

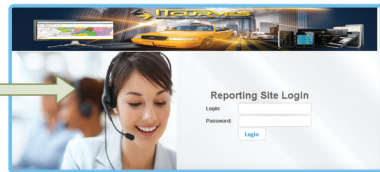
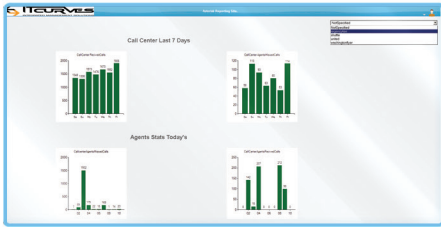
- The integrated telephony system records all incoming and outgoing calls
- The recorded calls may be retrieved for listening from any PC with web access and by a user with the proper password
- Download records from the web onto your computer
- A call list shows the extensions the agents were logged into and the duration of each call.
- Recorded calls may be used for training, quality control, and resolving customer complaints.










INTERACTIVE VOICE RESPONSE (IVR)

- A built-in Interactive Voice Response (IVR), using the caller ID, quickly reads the last few addresses to the customers, allowing them to select their pickup address and book their own trip
- Customers can request to be picked up immediately or enter a future time
- Company can record their own greeting message and include promotional or event-driven messages

Pop Up Screen



Pop Up Screen

-  Home
-  Profile
-  Call Center Live Screen
-  Call Center Report
-  Dashboard
-  Diagnose
-  Live Status

Agent	Shift
...
...

Shift-Call Response

Agent	Location
...
...

Live Agent



Listen to Recorded Message

Live Agent Status



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